



Quality Assurance Bulletin

March 10, 2016 **No. 16-03**

Program Support Bureau

County of Los Angeles - Department of Mental Health
Robin Kay, PhD, Acting Director

OFFICE OF THE INSPECTOR GENERAL (OIG) CHART AUDIT

Pursuant to the Inspector General Act of 1978, 5 U.S.C App. 4(a)(1), the Office of Inspector General under the U.S. Department of Health and Human Services (HHS) is performing an independent review of California's specialty mental health services (SMHS) program. The objective of the audit is to determine whether the Department of Health Care Services (DHCS) complied with certain Federal and State requirements when claiming Federal Medicaid reimbursement for SMHS expenditures. The audit will include some of the SMHS expenditures that the State agency claimed for Federal reimbursement from October 1, 2013 through September 30, 2014. The OIG will conduct the audit of a random selection of one hundred and fifty three (153) client charts across Mode 5, Mode 10 and Mode 15 services including directly operated, legal entity contracted and fee for service contracted providers. Only one claim per client will be reviewed; there is no "review period". The OIG will review supporting documentation for the selected clients/claims. If claims are disallowed as a result of the review, DHCS will recoup Medi-Cal Federal Financial Participation dollars from the Los Angeles County Mental Health Plan.

Note: This is a separate audit from the recently concluded State DHCS System Review Chart Audit.

Important Dates

The Quality Assurance (QA) Division will begin notifying providers of client(s) selected for the chart audit on **Monday, March 14** via phone or email. Please see the attached list of providers selected for the chart audit. If a contracted or fee for service provider/legal entity selected for the chart audit would like the QA Division to contact a specific person for the notification, please email Jennifer Hallman (jhallman@dmh.lacounty.gov) by **Friday, March 11** with the name, legal entity and contact information (email, phone and fax number). Otherwise, the QA Division will use the Head of Service Directory to contact providers.

There will be no chart drop off for this review. **All materials must be submitted electronically by 5:00 p.m. on Friday, March 25, 2016.** Please see the attached document for a list of materials that must be submitted.

- Directly operated providers must submit materials using [secure] email to Jennifer Hallman (jhallman@dmh.lacounty.gov).
- Legal entity and fee for service contracted providers must submit materials using the provider Enhanced File Transfer (EFT) folders (formally known as Secure Internet File Transfer-SIFT). Instructions on who can upload, how to upload, and how to name the files will be provided upon notification on March 14.

Instructions for Contractors with an Electronic Health Record

For contracted programs using an electronic health record, a scanned/PDF version of the clinical record must be produced and uploaded. The auditors will not be reviewing any records directly from the electronic health record. All pertinent documents must be scanned or a PDF file must be created and provided. Providers should ensure all required elements on the materials required (such as signatures and signature dates) are on the scanned/PDF version uploaded.

Note: There are two clients seen by directly operated programs within the electronic health record (IBHIS). Specific instructions will be provided directly to those programs. All other clients for directly operated involve paper records only.

If you have any questions regarding this Bulletin, please contact Jennifer Hallman (jhallman@dmh.lacounty.gov).

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